



John E. Baldacci, Governor

MaineCare Services
*An Office of the
Department of Health and Human Services*

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MaineCare Primary Care Case Management
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Information for MaineCare Managed Care PCP Network Providers

Thank you for participating in the MaineCare Managed Care PCP network as a primary care provider. This is a basic overview of MaineCare PCP Managed Care, PCP Managed Care Network Services, Member Services, monthly reports, monthly payments, referrals and billing. Please keep it for your records.

MaineCare Managed Care PCP Network Services is your source for help and information

PCP Network Services staff is available to assist you with any MCMC PCP questions and concerns. We are open during normal business hours at 1-866-796-2463 or 207-287-4827. Call us:

- With questions about PCP managed care, PCP enrollment, PCP Incentive Payments (PCPIP);
- With patient related issues;
- For information on the member panel and/or reports;
- For site education/support;
- For information on the monthly management fee (the payment you get for managing care);
- To order referral forms.

MaineCare Managed Care Member Services is your patients' source for help and information

MaineCare Managed Care Member services staff provide a number of services for your patients. Have your patients call us at 1-800- 977-6740 or 207-621-2300; or for those patients who are deaf or hard of hearing and have a TTY machine, 1-800-977-6741. Our hours are Monday and Wednesday from 8AM to 6PM and Tuesday, Thursday, and Friday from 8AM to 5PM. The following are examples of what we do:

- Enroll eligible MaineCare members into your PCP practice site based on the information you provide on the Managed Care Primary Care Provider (PCP) Enrollment Form.
- Respond to member requests to change PCP.
- Maintain an in-house resource guide with information on accessing dental care, transportation to appointments, and other services;
- Contact and educate patients on your behalf to make sure they follow the rules for participating in PCP managed care. We educate your patients on the importance of:
 - Appropriately accessing care;
 - Bringing their MaineCare card to all appointments;
 - Following practice rules; and
 - Utilizing the emergency room appropriately.

Be sure to confirm member eligibility before treatment

Because MaineCare eligibility is determined daily, it is extremely important to check a patient's MaineCare card and call MaineCare Voice Response at 1-800-452-4694 for eligibility information before beginning treatment. If you have swipe card technology in your office, you can use this to determine eligibility. Please note that enrollment dates in managed care are the 1st and the 15th of the month.

You cannot bill a MaineCare member for unauthorized services

Make sure that any service you provide is a MaineCare covered service. If you provide a service not covered by MaineCare, you cannot bill that patient directly unless you clearly explain to the member that the services are not covered by MaineCare. You must explain this to the MaineCare patient before you provide services and you must document the fact that you have informed the patient.

Follow Guidelines When Referring Patients to Other Providers

As a MaineCare PCP, you may refer your MaineCare patient to other providers for care.

- You can refer MaineCare managed care patients to MaineCare participating providers only.
- To refer a patient, fill out a MaineCare referral form. Enter your site's referral number (9 digits) in Block 5 of the form. This referral number is unique to your site and is located on your Site Confirmation Sheet, which we mail to you quarterly. The referral number is also included on the Site reports we send you on a monthly basis.
- You can find a list of the managed services requiring a PCP referral in the *Introduction to MaineCare Managed Care* booklet.

As a PCP site, we will send you the following reports and payments

- The monthly “*Provider Remittance For PrimeCare Fee For Month Of (Month)*.” This report lists the individuals enrolled on your managed care member panel for which you are being paid a management fee of \$2.50 per member/month for the month indicated. This payment is included in your check along with other claims that have processed on the MaineCare Remittance Advice. Payment is processed after the 17th of each month.
- The monthly “*Provider Remittance For MaineCare Fee For Month Of (Month)*.” This report lists the individuals for whom you provide PCCM (Primary Care Case Management). You receive a Primary Care Case Management fee payment of \$2.50 per member/month. You can find this fee payment at the end of paid claims on your MaineCare Remittance Statement. The payment is processed on or about the 21st of each month and you will receive it after that date. If you provide services at a hospital-owned or affiliated site, MaineCare does not pay you the PCCM Primary Care Case Management Fee because hospitals get cost settlement payments from MaineCare.
- A monthly updated list of all MaineCare managed care members enrolled in your practice. Carefully review your reports for accuracy. **We ask that you contact newly enrolled patients to assure that they establish with your practice site.** We also recommend that you contact patients you haven't seen for a period of time.
- Reports on enrollment to your MaineCare managed care panel and disenrollment from your panel are sent on the 1 and 15th of the month.

Rules and related rulemaking documents may be reviewed at and printed from the Office of MaineCare Services website at <http://www.maine.gov/dhhs/OMS> or, for a fee, interested parties may request a paper copy of rules by contacting 207-287-9368. The TDD/TTY number is 1-800-423-4331. A concise summary of the proposed rule is provided in the Notice of Rulemaking. This notice also provides information regarding the rule-making process. Please address all comments to the agency contact person identified in the notice

MaineCare Benefits Manual, Chapter VI, Section 1, Primary Care Case Management

MaineCare Benefits Manual, Chapter 1, General Administrative Policies and Procedures

MaineCare Benefits Manual, Chapter II, Section 90 Physician Services